

## Template and Guide for Operations/Administrative Specialist

### What This Tool Does

This tool helps you assess how candidates approach tasks, organize information, and respond to situations relevant to the role. It provides a structured way to observe competencies that may not be fully demonstrated through applications or interviews.

### When to Use It

- After interviews, when additional evidence is needed
- When key competencies are difficult to assess through conversation alone
- When comparing candidates with similar interview performance
- When aiming to strengthen confidence in hiring decisions

### What You'll Do

- Select 3–5 competencies to observe
- Present a short, role-relevant scenario
- Ask candidates to explain how they would approach the situation
- Observe how they organize tasks, make decisions, and communicate
- Record observations using a simple scoring approach

### Instructions:

- Select one or more simulations to use
- Share the scenario(s) with the candidate
- Ask them to talk through their approach
- Use the score sheet to guide your evaluation

**Each simulation takes approximately 10–15 minutes**

## **Simulation 1: Managing Competing Administrative Requests**

**Best used to assess:** organization, accuracy, and prioritization

### **Scenario Context**

You are supporting a busy office team and receive multiple requests at the same time:

- An urgent request from a manager for updated records
- A routine client inquiry waiting for a response
- A file you need to update, but some information is incomplete

### **Candidate Task**

- Explain how you would prioritize these requests
- Identify any missing or unclear information
- Describe what actions you would take next
- Draft a short response (2–3 sentences)

## Score the Candidate

Focus on how the candidate approaches the situation, not whether they arrive at a single “correct” answer.

### Scoring Guidance

**1 = Limited evidence    2 = Some evidence    3 = Strong evidence**

Competency Area	What to Look For in This Scenario	Score (1-3)	Notes
Planning & Organization	Prioritizes tasks clearly, manages multiple demands effectively		
Documentation Accuracy	Identifies missing information and maintains accuracy		
Judgment	Selects appropriate next steps based on available information		
Communication	Provides clear, professional written or verbal response		

## Notes

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## **Simulation 2: Responding to a Service Request**

**Best used to assess:** communication, service orientation, and professionalism

### **Scenario Context**

A site supervisor contacts you and is frustrated about a delay related to documentation.

You are told:

- The issue is urgent and affecting work
- Some information is missing
- You may need to involve another team

### **Candidate Task**

Please explain:

1. How you would respond
2. What questions you would ask
3. How you would manage expectations
4. What next steps you would take

## Score the Candidate

Focus on how the candidate approaches the situation, not whether they arrive at a single “correct” answer.

### Scoring Guidance

1 = Limited evidence 2 = Some evidence 3 = Strong evidence

Competency Area	What to Look For in This Scenario	Score (1–3)	Notes
Communication	Responds clearly, asks relevant questions, explains next steps		
Customer / Service Orientation	Acknowledges urgency, responds constructively and respectfully		
Professionalism	Maintains composure and accountability		
Coordination & Follow-Through	Identifies appropriate next steps and stakeholders		

## Notes

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## **Simulation 3: Tracking and Following Up on Work**

**Best used to assess:** ownership, organization, and follow-through

### **Scenario Context**

You are reviewing a shared team tracker and notice:

- Several tasks are overdue
- One task has no assigned owner
- A client is waiting for an update

There is no immediate direction from your supervisor.

### **Candidate Task**

Please explain:

1. What you would review or address first
2. What issues or risks you identify
3. What actions you would take
4. What you would communicate to your team or the client

## Score the Candidate

Focus on how the candidate approaches the situation, not whether they arrive at a single “correct” answer.

### Scoring Guidance

1 = Limited evidence 2 = Some evidence 3 = Strong evidence

Competency Area	What to Look For in This Scenario	Score (1–3)	Notes
Organization & Task Management	Identifies gaps, organizes work clearly, prioritizes effectively		
Communication	Provides clear and appropriate updates		
Ownership & Initiative	Takes responsibility and moves work forward without direction		
Professionalism	Demonstrates reliability and follow-through		

## Notes

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